

KEY ACTIONS
for health service
organisations

Comprehensive Care: Element 6

Review and improve comprehensive care delivery

As part of governance processes, health service organisations are required to use organisation-wide quality improvement systems that identify safety and quality measures, and monitor and report performance and outcomes.

Reviewing the delivery of comprehensive care is important for ensuring that patients are receiving care that meets their clinical and personal needs; risks are efficiently and effectively identified and mitigated; the aims of the agreed comprehensive care plan are achieved and that the goals and expectations of the patient are being met.

It is important for health service organisations to review the delivery of comprehensive care across the organisation and examine variation in practice. Understanding variation in comprehensive care can help to target improvement efforts..

Purpose of element

The purpose of reviewing and improving comprehensive care delivery is:

- To confirm that the health care delivered aligns with the comprehensive care plan
- To allow for the revision or modification of the comprehensive care plan and delivery, in response to changes in the health and circumstances of the patient
- To review the delivery of comprehensive care and support ongoing quality improvement.

Key actions

Health service organisations:

- Establish policies and processes to review whether the care a patient receives aligns with the comprehensive care plan, meets the patient's needs, and mitigates relevant risks.
- Provide access to training and education to the multidisciplinary team on the use of the organisation's processes for reviewing the delivery of comprehensive care
- Provide systems to capture information on the review of comprehensive care delivery
- Periodically review the agreed policies and processes for the delivery of comprehensive care, including for screening, care planning and delivery
- Monitor variation in practice and outcomes for comprehensive care and take action for improvement.

Questions?



For more information, please visit:
safetyandquality.gov.au/comprehensive-care

You can also contact the Comprehensive Care project team at: mail@safetyandquality.gov.au

